



# VA Appointments

## User Guide

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## My HealtheVet VA Appointments Quick Guide

Below are steps to view your VA Appointments.

### Option 1 to view VA appointments:

**Step 1** – Log into your My HealtheVet account

Login

**Step 2** – Locate and select the [View My VA Appointments](#) link

You are taken to the **View My VA Appointments** page. A table shows your VA Appointments for the last two (2) years.

**Step 3** – View the details of a VA appointment by selecting the link to a specific clinic

**Step 4** – (Optional) Select the print icon to print our VA appointments

### Option 2 to view VA appointments:

**Step 1** – Log into your My HealtheVet account

Login

**Step 2** – Locate and select the [Medical Reports](#) link

**Step 3** – Select **Continue** on the **Select Type of Report** page

**Step 4** – On the **Download My Selected Data** page:

1. Select a **Date Range**
2. Enter the **Start Date**
3. Enter the **End Date**
4. Select the **Types of Information** by clicking:
  - **Select the types of information to include (Default)**
  - Select **Future VA Appointments** or **All of the Above**
  - Click **Submit**

**Step 5** – Choose an option to download your data:

Download PDF File

or

Download Text File

**Step 6** – Optional: Choose [View/Print](#) for **Download PDF File** or **Download Text File**

**NOTE:** To print the **PDF File**, hover your mouse pointer over **CONFIDENTIAL** at the top and the printer icon appears

**Step 7** – Select **Done** after printing

**Note:** Anytime you open/download a .pdf file, you create a temporary file on the computer you are using. There is a risk of exposing your information when you download a .pdf file, especially on public or shared computers. Learn more about [protecting your personal health information](#).

**Schedule VA appointments:**

**Step 1** – Log into your My HealtheVet account

A green rectangular button with the word "Login" in white, sans-serif font.

**Step 2** – Locate and select the  link

You are taken to the **Schedule a VA Appointments** page

**Step 3** – View the details of a VA appointment by selecting the link to a specific clinic

**Step 4** – Click on the **Schedule a VA Appointment** button

**Note:** If you do not receive care at a facility that participates in online scheduling, you will not see the **Schedule a VA Appointment** button. VA appointment scheduling is [available at select VA Medical Centers](#).

**Step 5** – Log in with your My HealtheVet User ID and Password

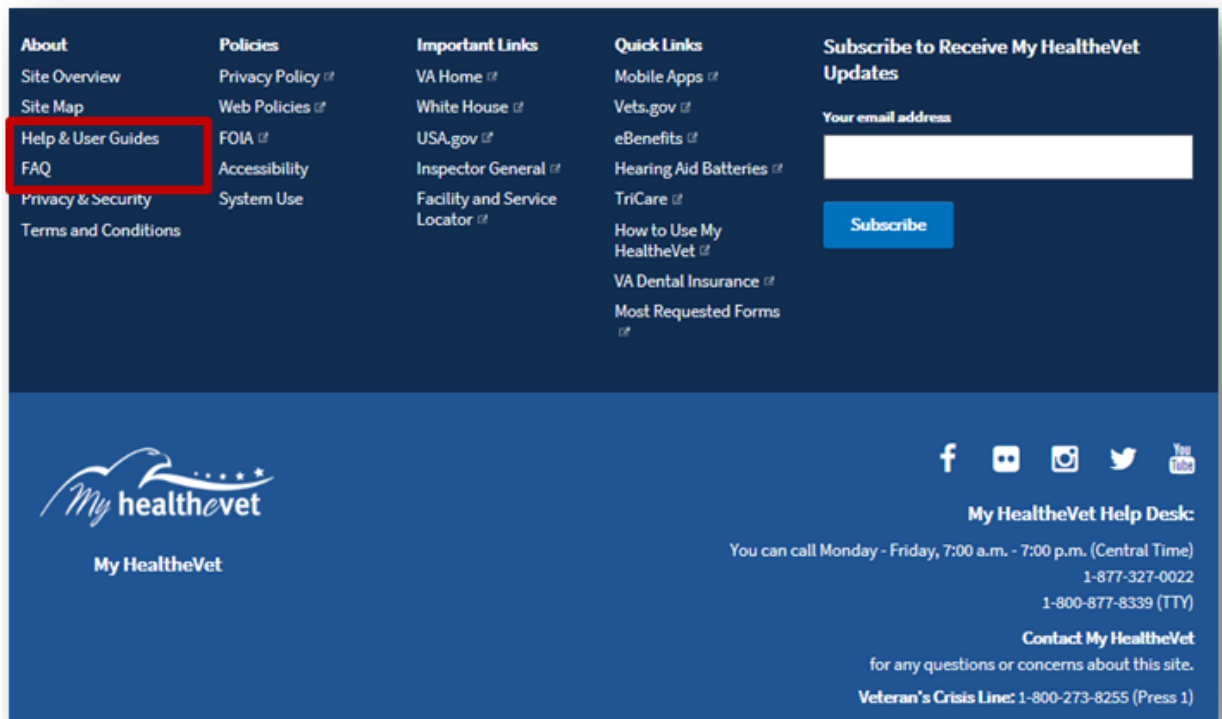
**Step 6** – Accept the End User License Agreement

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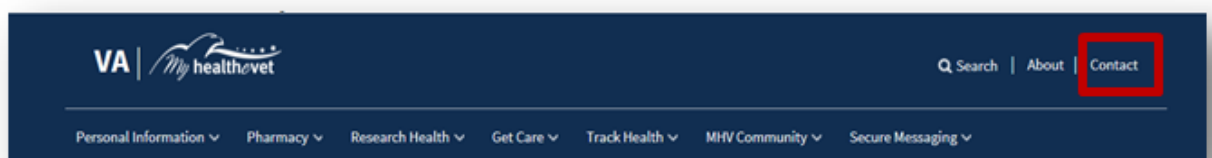
## Where to Find Help

### Frequently Asked Questions, Help and Contact MHV

- (1) Select **FAQ** to go to **Frequently Asked Questions** and get commonly asked questions and answers about VA Blue Button.
- (2) Select **Help & User Guides** for general guidance on using My HealtheVet and User Guides for My HealtheVet features.



- (3) Select **Contact** to send a message to the My HealtheVet Help Desk or contact them at 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time), or 1-800-877-8339 (TTY).



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## VA Appointments – Feature Overview

VA Appointments give VA patients a detailed view of their VA clinic appointments 24 hours a day, 7 days a week. You have the option to view your VA Appointments if you have a My HealthVet [Premium](#) account and have registered as a VA Patient.

The VA Appointments feature:

- Lets you view your upcoming VA Appointments
- Lets you view your VA Appointments for the last two years
- Self-schedule primary care and certain specialty appointments at [available at participating VA Medical Centers](#) where you have had a primary care appointment in the last two years
- Request help scheduling primary care appointments at participating VA Medical Centers where you have received care
- Allows you to self-schedule primary care appointments at participating facilities where you have had a primary care appointment in the last two years
- Lets you request help scheduling primary care appointments at facilities where you receive care
- Allows you to self-schedule or request help scheduling specialty appointments, such as outpatient mental health, optometry, and audiology, at participating facilities.
- Gives you appointment details to help you plan your arrival time (for example, you may need to have an x-ray, blood drawn, or an EKG)
- Offers you the option of setting your Health Calendar preferences so you receive an email notice of your upcoming VA Appointments
- Shows your VA Appointments information on your personal Health Calendar
- Allows you to print your VA Appointments

Use the [VA Blue Button](#) as another way to download or print your VA Appointments. You can also use [Secure Messaging](#) to send a message to your participating health care team requesting, canceling or rescheduling a VA clinic appointment.

If you have already registered for a My HealthVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Login to My HealthVet
- Select the **PERSONAL INFORMATION** tab
- Select the **Profiles** sub-tab
- Under **What is Your Relationship to VA**, if you use the VA Health Care System, make sure you select the **VA Patient** checkbox
  - If **VA Patient** is not checked and you use the VA Health Care System, select this box
  - This will put a checkmark in the box
- Select the **Save** button at the bottom of the screen

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You are responsible for protecting the personal health information you print out or download. *It is important to protect your information.* Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information in a printer. Do not save your downloaded information to a public computer. When using a public computer, save your health information to a CD or a thumb drive. Remember to take the CD or thumb drive with you when you finish.

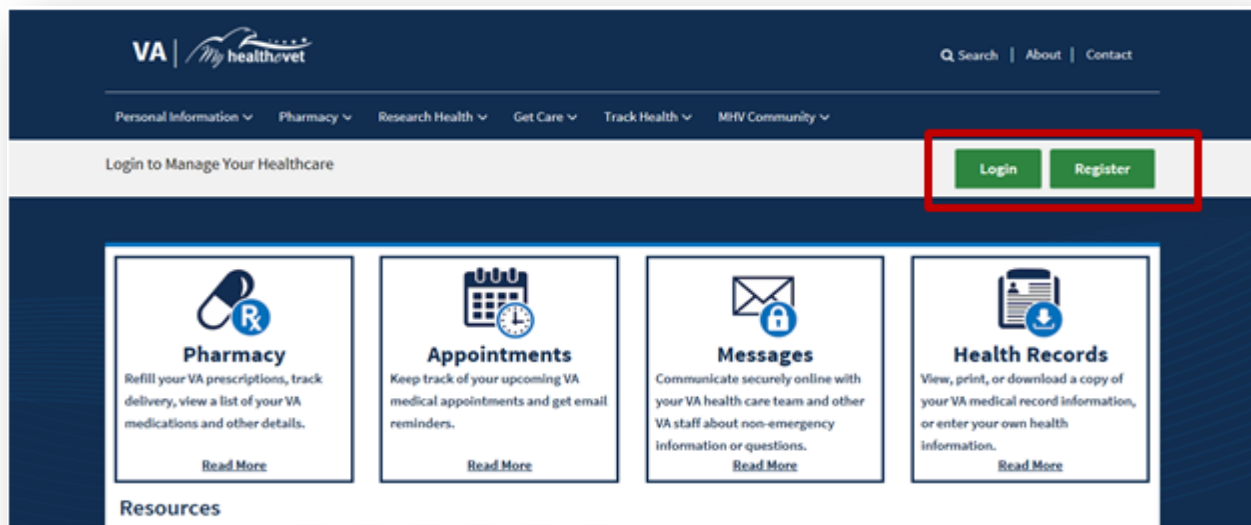
**IMPORTANT:** Please note that any information entered in your My HealthVet account is for you only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the appropriate office at your local VA facility.

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## Getting Started with VA Appointments

### Step 1 – Log into My HealthVet

Log into your My HealthVet account by selecting the **Login** button on the right side of the screen to access VA Appointments. You must have already registered as a user. If you do not have a My HealthVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form. Click on the login link in the Congratulations box to log into your account.

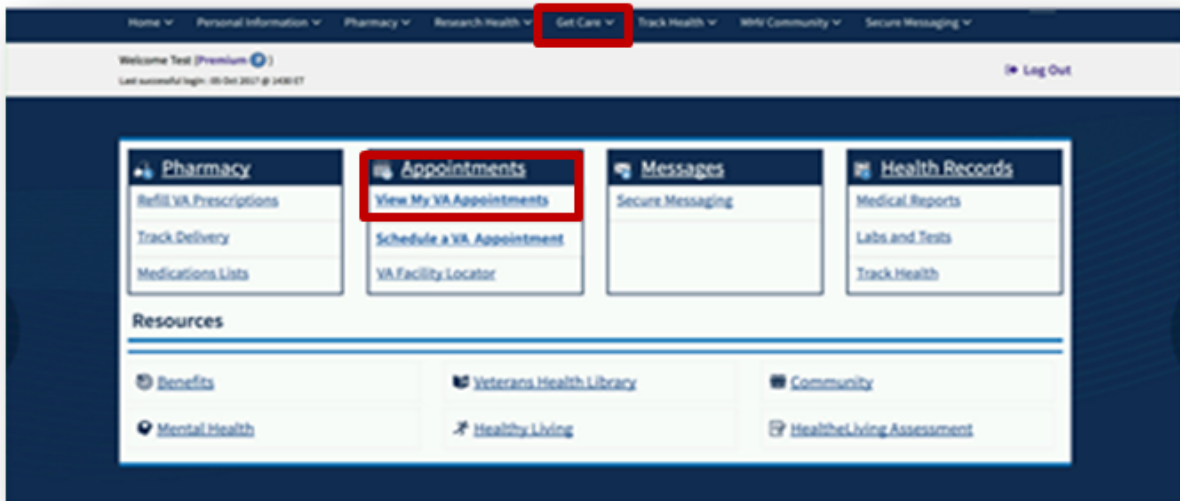


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## Step 2 – View VA Appointments

After logging in, there are three ways you can access VA Appointments:

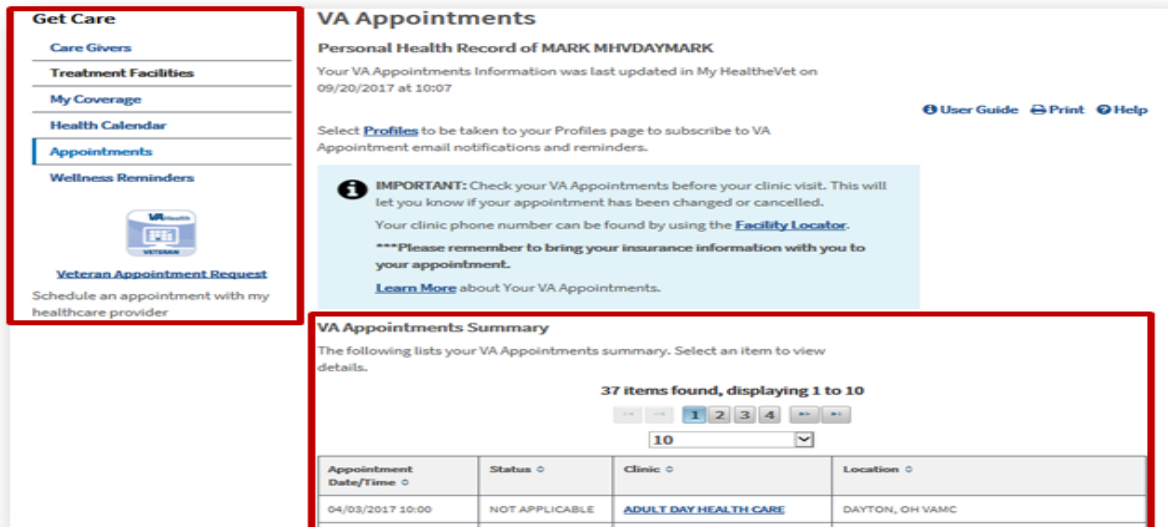
- (1) Select the **Appointments** or **View My VA Appointments** link in the dashboard
- (2) Or, select **Appointments** under the **Get Care** tab



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- (3) The **Get Care** Quick Link box provides easy access to the **Appointment** feature.
- (4) The VA Appointments Summary page displays a table that shows the past two (2) years and your future VA Appointments. This information is from your official VA Medical Record.



**Get Care**

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Wellness Reminders

**VA Health VET**

**Veteran Appointment Request**  
Schedule an appointment with my healthcare provider

**VA Appointments**  
Personal Health Record of MARK MHVDAYMARK  
Your VA Appointments Information was last updated in My HealtheVet on 09/20/2017 at 10:07

Select [Profiles](#) to be taken to your Profiles page to subscribe to VA Appointment email notifications and reminders.

**IMPORTANT:** Check your VA Appointments before your clinic visit. This will let you know if your appointment has been changed or cancelled. Your clinic phone number can be found by using the [Facility Locator](#).  
\*\*\*Please remember to bring your insurance information with you to your appointment.  
[Learn More](#) about Your VA Appointments.

**VA Appointments Summary**  
The following lists your VA Appointments summary. Select an item to view details.


37 items found, displaying 1 to 10

Appointment Date/Time	Status	Clinic	Location
04/03/2017 10:00	NOT APPLICABLE	<a href="#">ADULT DAY HEALTH CARE</a>	DAYTON, OH VAMC

- (5) **(Optional)** You may subscribe to VA Appointment email notifications and reminders via your [Profiles](#) page.

**NOTE:** My HealtheVet does not share your information with VA's appointment system. To cancel, change or request an appointment with your VA health care team, you will need to contact your local VA.

- (6) Select an appointment link to view details:



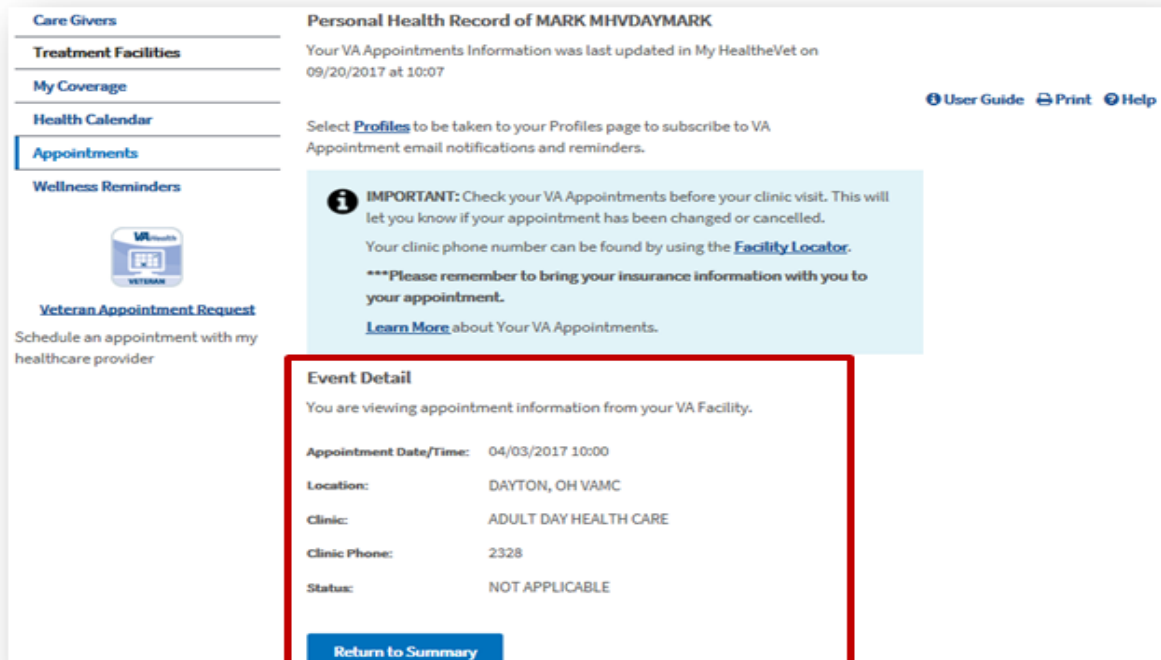
**VA Appointments Summary**  
The following lists your VA Appointments summary. Select an item to view details.

37 items found, displaying 1 to 10

Appointment Date/Time	Status	Clinic	Location
04/03/2017 10:00	NOT APPLICABLE	<a href="#">ADULT DAY HEALTH CARE</a>	DAYTON, OH VAMC

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(7) The event details displays:



The screenshot shows the 'Personal Health Record of MARK MHVDAYMARK' page. On the left is a sidebar with navigation links: Care Givers, Treatment Facilities, My Coverage, Health Calendar, Appointments (highlighted), and Wellness Reminders. Below these is a 'Veteran Appointment Request' section with a 'VA Health VETERAN' icon and the text 'Schedule an appointment with my healthcare provider'. The main content area has a title 'Personal Health Record of MARK MHVDAYMARK' and a subtitle 'Your VA Appointments Information was last updated in My HealthVet on 09/20/2017 at 10:07'. There are links for 'User Guide', 'Print', and 'Help'. A message states: 'Select [Profiles](#) to be taken to your Profiles page to subscribe to VA Appointment email notifications and reminders.' Below this is an 'IMPORTANT' notice: 'Check your VA Appointments before your clinic visit. This will let you know if your appointment has been changed or cancelled. Your clinic phone number can be found by using the [Facility Locator](#). \*\*\*Please remember to bring your insurance information with you to your appointment. [Learn More](#) about Your VA Appointments.' The 'Event Detail' section is highlighted with a red border and contains the following information:

Event Detail	
You are viewing appointment information from your VA Facility.	
Appointment Date/Time:	04/03/2017 10:00
Location:	DAYTON, OH VAMC
Clinic:	ADULT DAY HEALTH CARE
Clinic Phone:	2328
Status:	NOT APPLICABLE

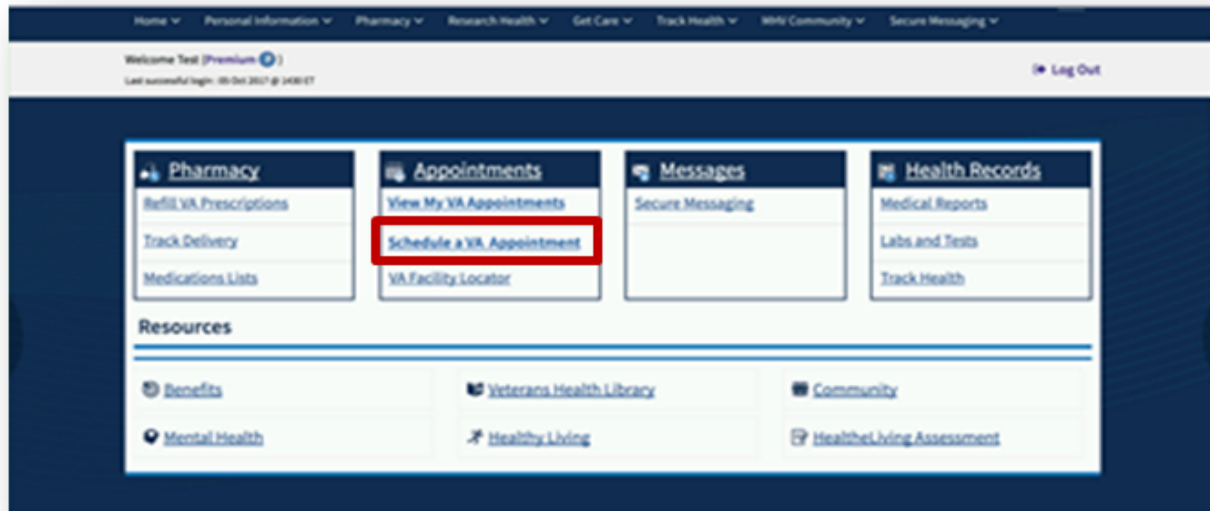
At the bottom of the 'Event Detail' section is a blue button labeled 'Return to Summary'.

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### Step 3 – Self-schedule or Request VA Appointments

To self-schedule your VA Appointments, you must have had a primary care appointment within the last two years at a VA facility that participates in online scheduling. VA appointment scheduling is [available at select VA Medical Centers](#). You can request help scheduling primary care appointments at facilities where you receive care. You can also self-schedule or request help scheduling specialty appointments, such as outpatient mental health, optometry, and audiology, at participating facilities.

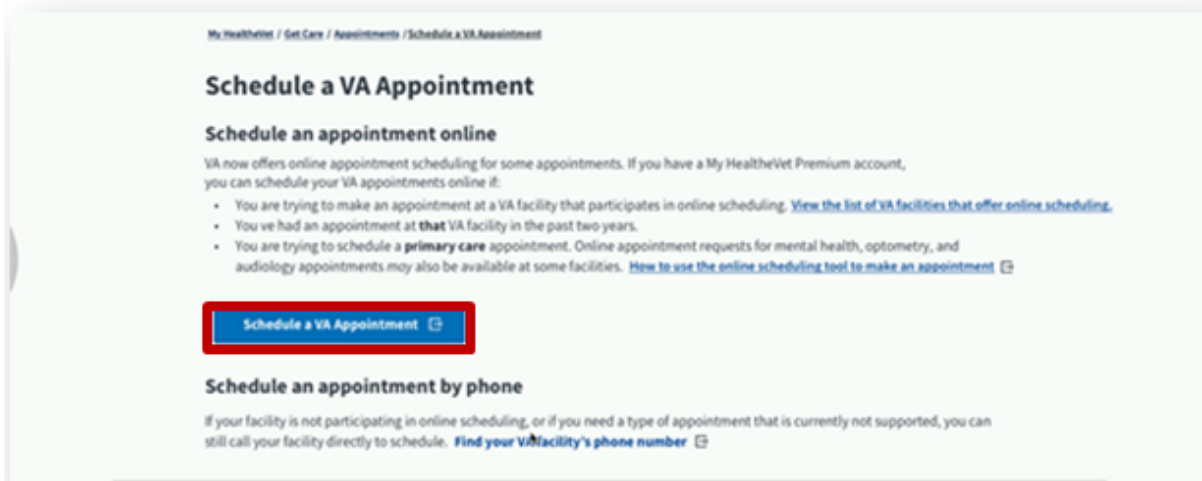
- (1) After logging in, select **Schedule VA Appointments** on the dashboard or click on the **Schedule VA Appointments** box on the bottom right side:



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- (2) Click on the **Schedule a VA Appointment**:

**Note:** If you do not receive care at a VA facility that participates in online scheduling, you will not see the **Schedule a VA Appointment** button.



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- (3) Clicking on **Schedule a VA Appointment** will take you to the welcome page of the online scheduling tool. Select **My HealthVet** to logon.
- (4) You will be taken to an End User License Agreement. Read the agreement, and tap **Accept**. You will arrive at the VA Appointments Welcome screen. Follow the prompts.

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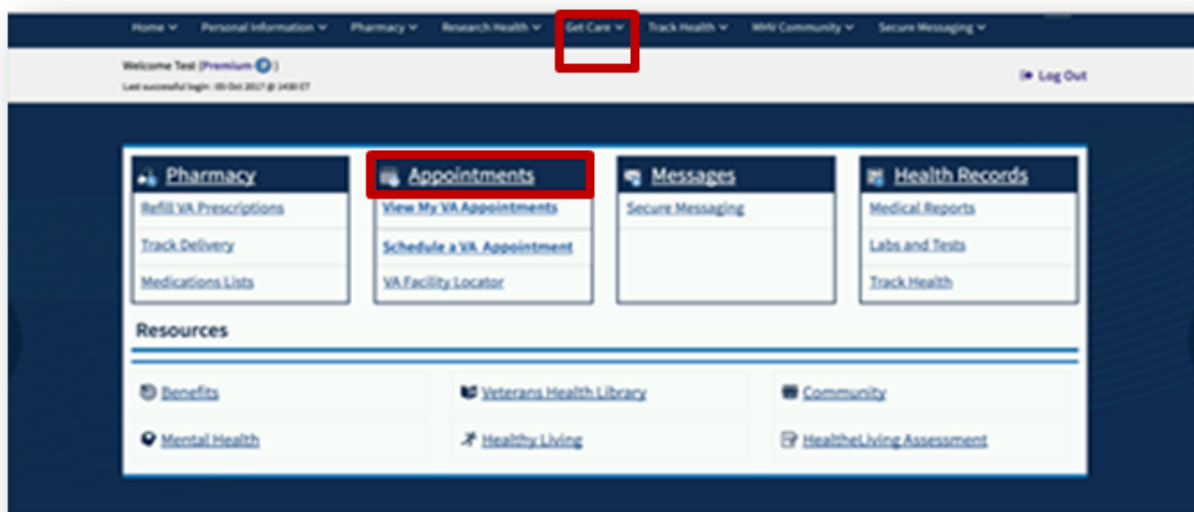
## Health Calendar

### View VA Appointments in the Health Calendar

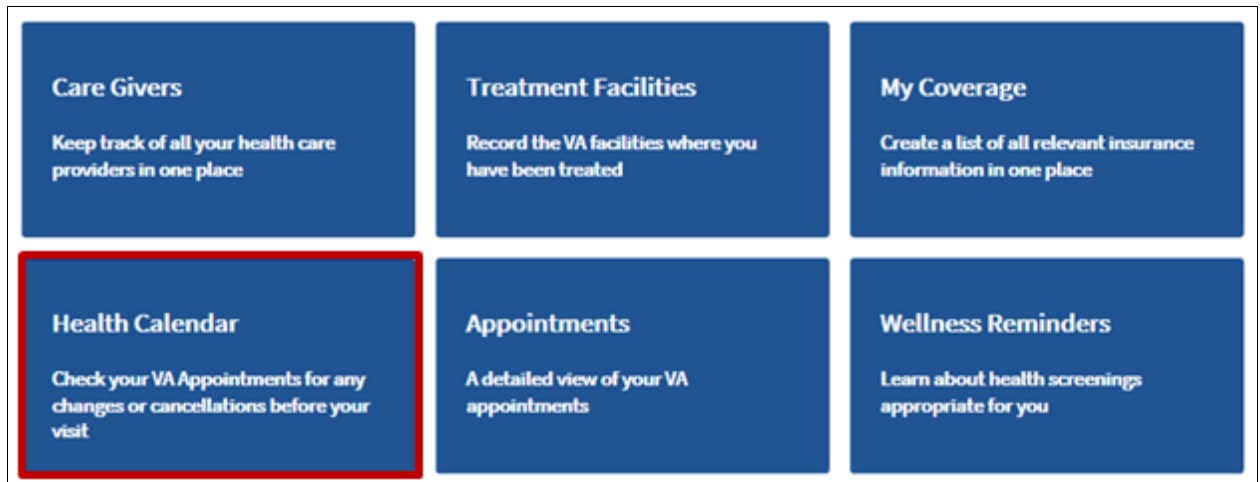
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There are three ways you can access the Health Calendar:

- (1) Select the **Appointments** link in the Dashboard
- (2) Or, select **Health Calendar** under the **Get Care** tab

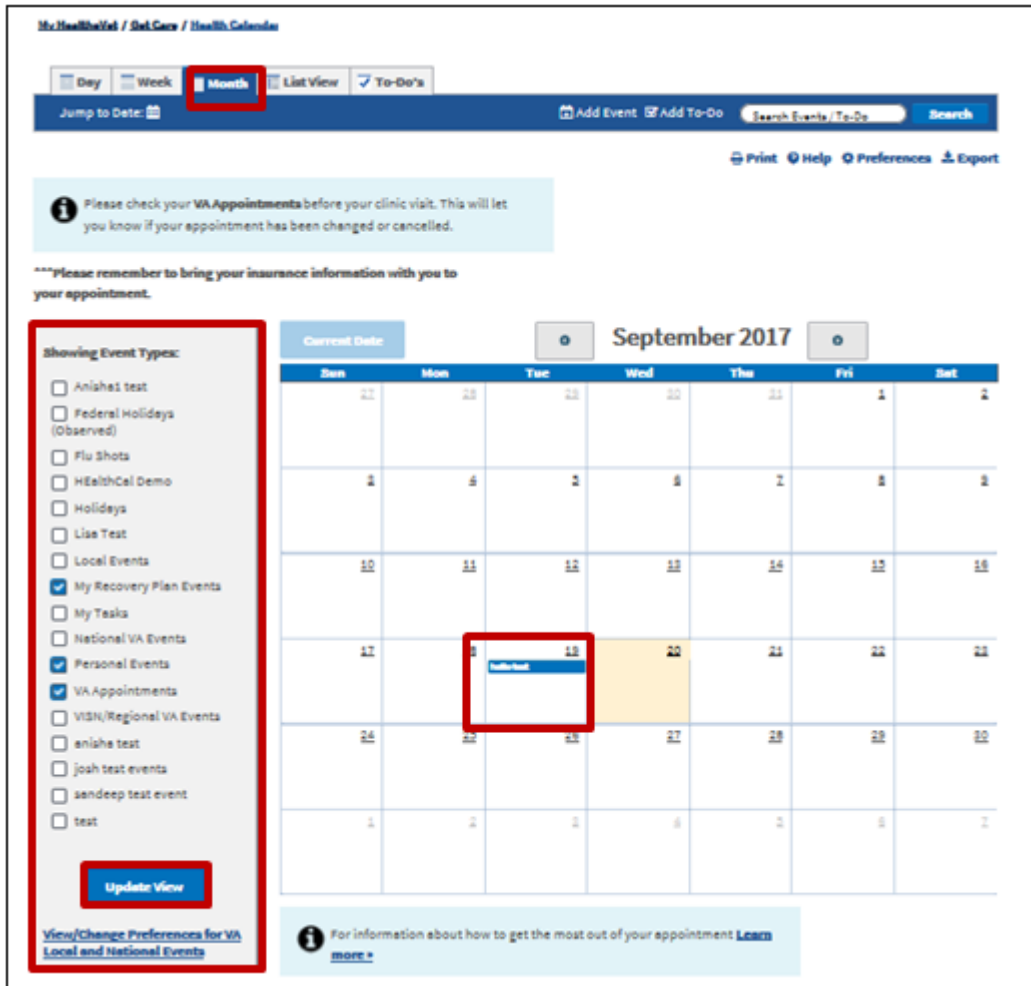


(3) When the **Get Care** link is selected, the system displays the **Get Care** page. Select **Health Calendar**.



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- (4) Your upcoming VA Appointments display in your calendar. The **Month** view is shown below. You can choose the types of events you want to view on your calendar by selecting them in the **Showing Event Types** menu and clicking the **Update View** button.



My HealthVet / Get Care / Health Calendar

Day Week **Month** List View To-Do's

Jump to Date: Add Event Add To-Do Search Events / To-Do Search

Print Help Preferences Export

Please check your VA Appointments before your clinic visit. This will let you know if your appointment has been changed or cancelled.

\*\*\*Please remember to bring your insurance information with you to your appointment.

Showing Event Types:

- ☐ Anisha1 test
- ☐ Federal Holidays (Observed)
- ☐ Flu Shots
- ☐ HHealthCei Demo
- ☐ Holidays
- ☐ Lisa Test
- ☐ Local Events
- ☒ My Recovery Plan Events
- ☐ My Tasks
- ☐ National VA Events
- ☒ Personal Events
- ☒ VA Appointments
- ☐ VISH/Regional VA Events
- ☐ anisha test
- ☐ josh test events
- ☐ sandeep test event
- ☐ test

Update View

View/Change Preferences for VA Local and National Events

For information about how to get the most out of your appointment [Learn more](#)

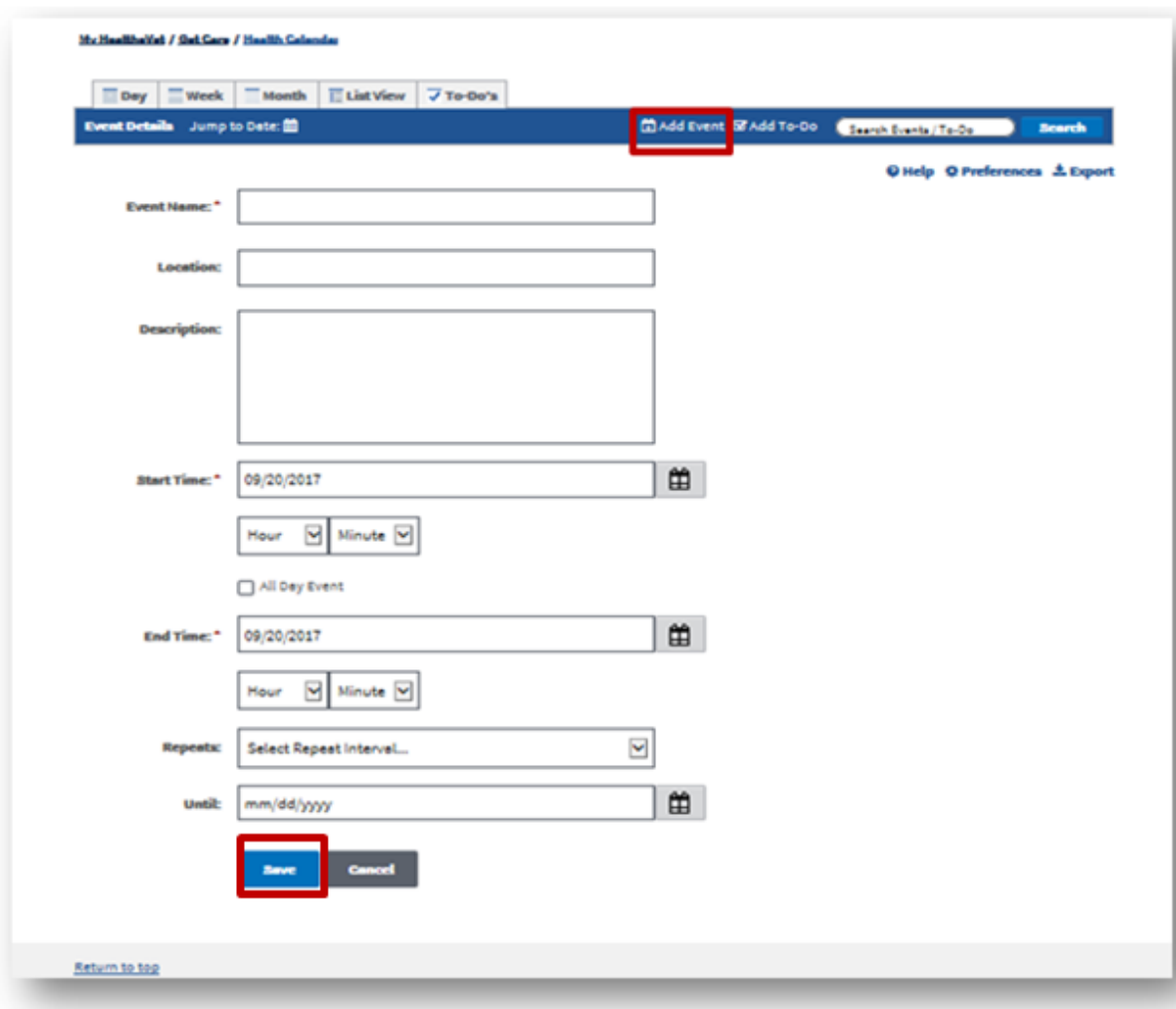
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

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## (Optional) Add Non-VA Appointments to Your Health Calendar

You can add your non-VA appointments to your VA Health Calendar:

- (1) Select the **Add Event** link, fill in the form, then select **Save**



My Healthvet / Set Care / Health Calendar

Day Week Month List View To-Do's

Event Details Jump to Date: Add Event Add To-Do Search Events / To-Do Search

Help Preferences Export

Event Name: \*

Location:

Description:

Start Time: \* 09/20/2017

Hour Minute

☐ All Day Event

End Time: \* 09/20/2017

Hour Minute

Repeats: Select Repeat Interval...

Until: mm/dd/yyyy

Save Cancel

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## Download Your VA Appointments Using VA Blue Button

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To download your VA Appointments using the VA Blue Button feature:

1. Select the **Medical Reports** link on the My HealtheVet home page
2. Click **Continue**

On the **Download My Selected Data** page:

1. Select a **Date Range**
2. Enter the **Start Date**
3. Enter the **End Date**
4. Select the **Types of Information** by clicking:
  - **Select the types of information to include (Default)**
  - Select **Future VA Appointments** or **All of the Above**
  - Click **Submit**
  - Select **Download PDF File** or **View/Print**

**Note:** Anytime you open/download a .pdf file, you create a temporary file on the computer you are using. There is a risk of exposing your information when you download a .pdf file, especially on public or shared computers. Learn more about [protecting your personal health information](#).

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